



1. Scope of document

This document describes the service level agreement (SLA) for the following products and services:

- Virtual Private Server (VPS)
- Virtual Data Centre (VDC)
- Cloud Backup
- CloudaaS

2. Brief description and responsibilities

2.1 Service definition

The 1-Fix VPS, VDC, Cloud Backup and CloudaaS services are defined as:

CloudaaS solutions provides all of the physical and logical infrastructure to give the Customer the ability to deliver application services within a hosted environment.

The service involves network, compute and storage infrastructure running with an orchestration and reporting interface provided for ongoing management.

All components of the service will be configured, managed and maintained by 1-fix in accordance with the Cloud Services SLA.

For all components of the solution the operating system level, software version and firmware version is set at the deployment stage and is chosen for functionality and stability. In order to maintain reliability, 1-Fix will only make changes to these elements of the solution where there is:

- A significant bug fix
- A security flaw fix
- A significant operational benefit

2.2 1-Fix service level operating hours

1-Fix full-service levels and telephone helpdesk operates between 08:00 - 17:30, Mon - Fri, excluding public holidays unless otherwise noted below.

1-Fix service levels operate outside of these core support hours, 24x7, for the management of severity 1 "Emergency" and severity 2 "Major" faults (see 3.3).

2.3 1-Fix responsibilities

1-Fix is responsible for:

- The VPS, VDC, Cloud Backup and CloudaaS platforms
- The connectivity to the platforms
- Connectivity between data centre locations
- Internet access to/from the platforms
- Public IP address allocation from the 1-Fix block



- Proactive monitoring of platform availability
- Provision of a Servicedesk for call handling
- Fault resolution and escalation
- Management of all hardware components

2.4 Customer responsibilities

The Customer is responsible for:

- Completion of any documentation required to define service requirements
- Definition of IP addressing on the network
- Providing a single point of contact for incident resolution
- Providing a contact point for out-of-hours reporting
- Notifying 1-Fix of any changes to contact details via Self Service Portal
- Basic troubleshooting
- Reporting faults with the service
- Adherence to the 1-Fix Acceptable Use Policy

3. Service Levels

3.1 VPS, VDC, Cloud Backup and CloudaaS platform characteristics.

Values are calculated and reported based on the mean monthly average of samples measured regularly between any two PoPs on the platforms.

Platform metrics do not include the customer access service or any off-net service.

Platform Metrics	Target
Platform availability	99.99%
Platform roundtrip latency between data centres	<20ms
Platform roundtrip latency to the boundary to off-net services	<20ms
Platform packet loss	< 0.1%

Platform metrics shall not include any failure attributable to:

- (a) scheduled network maintenance or
- (b) a Force Majeure event.

As service credits are claimed on a per incident basis, the above metrics are for network planning and account review purposes only.

3.2 Denial of Service mitigation policy

In the event that any 1-Fix public IP address suffers a DoS or DDoS attack, 1-Fix will mitigate the impact of this by black-holing the destination IP address (es) with upstream



transit providers. This measure will stay in place until traffic volumes have receded and normal service can be restored to affected IP address (es). This is done in order to protect the integrity of the 1-Fix core network and to ensure continued service to all other customers.

Such events are specifically excluded from any platform performance metrics.

3.3 Incident severity

Incident severity is classified as follows:

Level	Class	Description
1	Emergency	Total loss of service e.g. total connectivity or equipment failure.
2	Major	Significant degradation or intermittent service. e.g. significant packet loss, significant degradation in throughput or loss of a particular component service.
3	Minor	Minor degradation of service. Small or intermittent packet loss, small reduction in throughput, loss of resilience.
4	Change request	e.g. Modification to configurations of equipment.

1-Fix will initially determine and agree the incident severity with the Customer. 1-Fix may change the severity during repairs. For example, if an incident of severity 1 is temporarily repaired, then the incident may be reduced to severity 2. The new classification will determine the course of actions thereon.

3.4 Target response and fix times

Target response and fix times are detailed below.

3.5 Initial response

The primary method of reporting emergency and major faults to 1-Fix should be by telephone. Faults reported by email, or via the 1-Fix Portal may not be allocated to a support engineer in an appropriate timescale to provide the desired level of response. For fault reporting instructions, see section 5.0 below.

Initial response times are shown below.

Level	By telephone	Email or Portal
1	30 minutes	Inappropriate (4 hours)
2	30 minutes	Inappropriate (4 hours)
3	1 hour	4 hours
4	Next working day	Next working day



3.6 Collaboration

In many fault instances, achieving a successful diagnosis and/or resolution relies on effective collaboration between 1-Fix and the Customer.

In any instance where 1-Fix needs assistance from the Customer to diagnose and/or resolve a fault and the Customer is unable to comply, 1-Fix will stop the service restoration clock until the Customer can provide the relevant assistance.

3.7 Service restoration times

The service restoration target is the criterion upon which service credits are based (see 4.3).

Faults are generally classified as service failures (see 3.8), or hardware failures (see 3.9).

3.8 Service failures

Target restoration times are detailed in the table below.

Level	Service Restoration
1	4 hours
2	8 hours
3	Next business day
4	N/A

3.9 Hardware failures

For all hardware components of the VPS, VDC and CloudaaS-platforms, once a fault has been responded to, diagnosed and identified as a major hardware issue, 1-Fix will provide an engineer to site on a 24x7 basis to install a replacement unit within four hours.

Service will be restored within one hour of an engineer attending the data centre location.

In all hardware components of these platforms, manufacturer-provided hardware and components warranty is included.

For the Cloud Backup platform, the SLA relating to the failure of a hardware component is 2 working days replacement.

3.10 Restoration of Data

3.10.1 Storage Snapshot Data



Snapshot data restoration is always classified by 1-Fix as a P1 incident. This means that a request for a Snapshot image will be responded to within 30 minutes on a 24x7 basis and has a target restoration time of 4 hours.

3.10.2 Cloud Backup Data

Cloud Backup data restoration is always classified by 1-Fix as a P3 incident but with different support metrics. This means that a request for a Cloud Backup image or individual file will be responded to within 1 hour during normal working hours (defined in 2.2) but has a target restoration time of 4 hours for individual files or 4 hours to begin a complete image rebuild. The length of time taken for a complete image rebuild cannot be specified as it depends completely on the amount of data to transfer. As an example, 1-Fix would expect a 100GB image to take approximately 2 hours to transfer giving a total rebuild time of approximately 6 hours.

3.11 Service restoration clock

The service restoration clock starts when a ticket has been allocated, the Customer contacted, and a severity assigned.

Tickets may be left open, post service restoration, for monitoring purposes. Thus, the clock stops when the ticket is closed or when a member of the 1-Fix Servicedesk informs the Customer of service restoration, whichever is sooner.

Should a fault be raised outside the 1-Fix-defined service level operating hours (see 2.2), the measurement of the response and service restoration time will not commence until the start of the next working period.

3.12 Outages and maintenance

Network maintenance will normally be performed outside of service level operating hours (see 2.2).

Should maintenance be service affecting, the affected customers will be notified with three working days' notice via the nominated email contact detailing the work to be carried out and any effect on service.

All network maintenance on the 1-Fix network is also published on our status page.

Under exceptional circumstances it may be necessary to perform emergency engineering work without prior notice. In that event, 1-Fix will use its best efforts to limit any resultant adverse effects on the Customer's service.

3.13 Emergency and Major Fault escalation

Escalation means that more senior support staff will be made aware of the Customer's fault and provide additional assurance to the customer.

For continuity, the Customer's point of contact with the 1-Fix Servicedesk remains the same throughout the repair.



1-Fix will automatically escalate severity 1 and 2 incidents using the procedure below. Escalation automatically starts once 75% of the service restoration target time has passed.

3.14 Time before escalation starts is 3 hours.

Incidents are further escalated, one tier at a time, after a certain number of elapsed working hours (see 2.2) with no resolution. The interval between each escalation event depends on the severity of the fault according to the following table.

3.15 Interval between further escalation events

Level	Time
1	30 mins
2	1 hour
3	N/A
4	N/A

3.16 Escalation path

Tier	Job role
1	Servicedesk Engineer
2	Senior Support Engineer
3	Servicedesk Manager
4	Managing Director

The above escalation may also be used if, at any point, the customer feels that the problem is not being addressed in a satisfactory manner.

4. Failure to Meet Service Levels

4.1 Management escalation path

When target quality parameters are not met, or when a customer is dissatisfied, they can use the following management escalation path.

Tier	Job role
1	Account Manager
2	Head of Sales
4	Managing Director

4.2 Making a claim



A claim should be made for any month where the agreed service availability metric was not met where this is due to faults within the 1-Fix solution.

A claim should be made in writing to your Account Manager. The deadline for making a claim is one month after the end of the month for which credit is requested.

4.3 Service credits

If, in 1-Fix reasonable opinion, the target metric for availability of the Service is not achieved, the Customer will be entitled to a service credit.

The value of this service credit will be determined by, and equivalent to, the SLA breach cost to the Customer subject to the conditions outlined below.

4.4 Service level claim conditions

- Total service credits per month are limited to 100% of the total due in respect of the monthly charges calculated pro-rata for that month.
- The Customer has notified 1-Fix in writing within one month after the end of the month for which credit is requested.
- The Customer provides evidence to 1-Fix to support the financial value of the service credit being claimed.
- Service credits will be applied as a credit to the Customer's account and, as such, will be deducted from the value of the next invoice.

Service credits will not be granted if there is any amount owing by the Customer to 1-Fix under this agreement or otherwise and such amount is overdue

5. Reporting a Fault

5.1 Incidents must be reported via the 1-Fix Portal by an authorised contact by to raise an incident.

The following information will be required:

- Company name and contact name
- Contact telephone number
- Site address where the fault is
- Service reference number
- Description of the problem
- What happened prior to the incident
- How the incident been diagnosed

5.2 For severity 3 and 4 incidents, please follow the same process as detailed in 5.1.

5.3 The primary method of reporting **Level 1 and Level 2** incidents to 1-Fix should be via the 1-Fix Portal followed by a telephone call to **0118 926 0084** once your incident reference number has been generated.